NETWORK *Notification*

Notice Date: November 11, 2026
To: Michigan Medicaid and MI Coordinated Health Providers
From: HAP CareSource™
Subject: New Provider Education Resources: Understanding CAHPS®
Effective Date: November 11, 2026

Summary
HAP CareSource™ and HAP CareSource™ MI Coordinated Health (HMO D-SNP) are sharing a new provider training resource focused on improving the patient experience across the care journey. The training highlights opportunities to strengthen patient interactions before, during, and after-care visits and explains how these experiences are reflected in Consumer Assessment of Healthcare Providers & Systems (CAHPS®).

Impact
Every interaction shapes how patients perceive their care. CAHPS® measures patient experiences related to access, communication, care coordination, and overall quality. Improving these experiences can lead to more engaged patients, better adherence to care plans, improved preventive care participation, and fewer avoidable misunderstandings or delays. The training provides actionable best practices that can help providers strengthen patient experience while supporting more efficient day-to-day operations.

Resources
- **Agency for Healthcare Research and Quality (AHRQ)**: CAHPS® program information, survey methodology, and patient experience resources. Consumer Assessment of Healthcare Providers and Systems (CAHPS®) | Agency for Healthcare Research and Quality
- **Centers for Medicare & Medicaid Services (CMS)**: Medicare and Medicaid CAHPS® program requirements and reporting. Consumer Assessment of Healthcare Providers & Systems (CAHPS) | CMS
- **National Committee for Quality Assurance (NCQA)**: Quality measurement, accreditation, and patient experience improvement resources. CAHPS Health Plan Survey 5.1H, Adult Version (CPA) - NCQA
- **HealthPlanResources.com**: Log in to the Learning Management System to access the Every Interaction Counts: Understanding and Improving CAHPS training.

Questions?
Contact your Health Partner Engagement Specialist or Provider Services at:
- Medicaid: 1-833-230-2102, available Monday through Friday, 8 a.m. to 6 p.m. Eastern Time (ET)
- HAP CareSource MI Coordinated Health: 1-833-230-2159, available Monday through Friday, 8 a.m. to 6 p.m. ET

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